to route the call to destination call system 122 and to transfer DNIS #3 and the ANI

destination call system 122 (action 28). At this point, the call is established from caller

150 to destination call system 122 over call path 131, switching system 101, call path

132, service platform 104, call path 134, switching system 101, and call path 136.

5   Destination call system 122 handles the call. In some examples, second

destination 120 correlates the call with the caller-entered information based on the ANI.

In some examples of the invention, second destination 120 may desire to transfer the call

to a third destination. This call transfer is handled as described above. Thus, multiple

call transfers can be implemented. Advantageously, each destination may base routing

10   decisions and call processing based on caller-entered information without collecting the

caller-entered information. Advantageously, caller 150 only places one call and enters

their information one time, and then caller 150 receives special call handling and services

from multiple call destinations.

    In some examples of the invention, switching system 101 may remove service

15   platform 104 from the call. For example, on the call to destination 120, switching system

101 could remove call paths 132 and 134 and directly connect call paths 131 and 136. In

these examples, call transfer functionality would need to be moved to switching system

101, or else it would be eliminated when service platform 104 is removed from the call.

    In some examples of the invention, SCP system 102 retains the caller-entered

20   information for a time period, such as two hours. If desired, this caller -entered

information could be re-used on calls to the same DN and from the same ANI.

CLAIMS:

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1. A method of operating a telecommunication network, the method comprising:

in a switching system, routing a call to a service platform;

in the service platform, transferring a prompt message over the call, collecting caller-entered information from a caller over the call in response to the prompt message, and transferring the caller-entered information to a Service Control Point (SCP) system;

5 in the SCP system, transferring the caller-entered information to a destination processor, processing a destination routing code from the destination processor to determine a destination routing instruction, and transferring the destination routing instruction to the switching system; and

10 in the switching system, routing the call to a destination in response to the destination routing instruction.

2. The method of claim 1 wherein the destination processor selects the destination routing code based on the caller-entered information.

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3. The method of claim 1 wherein the call from the caller comprises a first call and further comprising:
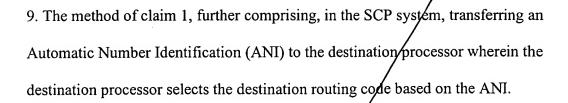
in the service platform, transferring a tracking number to the SCP system with the caller-entered information, initiating a second call to the switching system and

20 transferring the tracking number to the switching system with the second call, and connecting the first call to the second call;

in the switching system, transferring an SCP query for the second call to the SCP system;
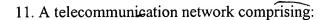
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in the SCP system, correlating the SCP query with the caller-entered information

based on the tracking number and processing the SCP query to transfer the caller-entered

information to the destination processor; and wherein

in the switching system, routing the first call to the destination comprises routing

5   the second call to the destination in response to the destination routing instruction.

4. The method of claim 3 wherein, in the service platform, initiating the second call

comprises using a different telephone number than the caller used to place the first call.

10   5. The method of claim 4 wherein, in the service platform, transferring the prompt

message comprises applying a call processing script, and wherein, the call processing

script indicates the different telephone number

6. The method of claim 1 wherein the caller-entered information comprises a caller

15   identification number or a caller account number.

7. The method of claim 1 wherein the caller-entered information comprises a caller

frequent flyer number.

20   8. The method of claim 1 further comprising, in the switching system, removing the

service platform from the call after the service platform collects the caller-entered

information.

9. The method of claim 1, further comprising, in the SCP system, transferring an

Automatic Number Identification (ANI) to the destination processor wherein the

destination processor selects the destination routing code based on the ANI.

5   10. The method of claim 9 wherein the destination correlates the caller-entered

information with the call received into the destination based on the ANI.

11. A telecommunication network comprising:

a switching system configured to route a call to a service platform;

the service platform configured to transfer a prompt message over the call, collect

caller-entered information from a caller over the call in response to the prompt message,

5   and transfer the caller-entered information to a Service Control Point (SCP) system;

the SCP system configured to transfer the caller-entered information to a

destination processor, process a destination routing code from the destination processor to

determine a destination routing instruction, and transfer the destination routing instruction

to the switching system; and

10   the switching system further configured to route the call to a destination in

response to the destination routing instruction.

12. The telecommunication network of claim 11 wherein the destination processor selects

the destination routing code based on the caller-entered information.

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13. The telecommunication network of claim 11 wherein the call from the caller

comprises a first call and wherein:

the service platform is configured to transfer a tracking number to the SCP system

with the caller-entered information, initiate a second call to the switching system and

20   transfer the tracking number to the switching system with the second call, and connect the
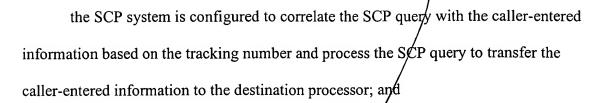
first call to the second call;

the switching system is configured to transfer an SCP query for the second call to

the SCP system;

the SCP system is configured to correlate the SCP query with the caller-entered

information based on the tracking number and process the SCP query to transfer the

caller-entered information to the destination processor; and

the switching system is configured to route the second call to the destination in

5 response to the destination routing instruction, wherein routing the first call to the

destination comprises routing the second call to the destination.

14. The telecommunication network of claim 13 wherein the service platform is

configured to initiating the second call using a different telephone number than the caller

10 used to place the first call.

15. The telecommunication network of claim 14 wherein the service platform is

configured to apply a call processing script to transfer the prompt message, and wherein,

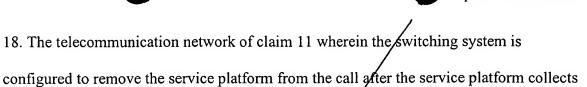the call processing script indicates the different telephone number.

15

16. The telecommunication network of claim 11 wherein the caller-entered information

comprises a caller identification number or a caller account number.

17. The telecommunication network of claim 11 wherein the caller-entered information

20 comprises a caller frequent flyer number.

18. The telecommunication network of claim 11 wherein the switching system is configured to remove the service platform from the call after the service platform collects the caller-entered information.

5 19. The telecommunication network of claim 11 wherein the SCP system is configured to transfer an Automatic Number Identification (ANI) to the destination processor wherein the destination processor selects the destination routing code based on the ANI.

20. The telecommunication network of claim 19 wherein the destination correlates the
10 caller-entered information with the call received into the destination based on the ANI.